Enterprise Project Management & Administration Division

Solutions Development Section - Application Development Unit

Service Request Tracking System

User Manual

Version 1.16.1

December 17, 2014

CONTENTS

I. Purpose of the Service Request Tracking System (SRTS)

The California Code of Regulations Title 9 §1810.405(f) requires a written log of initial requests for specialty mental health services. In addition, DMH Policy 202.43 *Scheduling Clinical Appointments and Associated Documentation* states that all requests for newly-active clients shall be clearly documented, lists the specific data elements that are to be documented, and establishes timeframes for when individuals must receive their initial appointment.

Electronic tracking is the only way the Department can compile and report information on access to services system wide; the SRTS offers a mechanism to do that. Providers that have the demonstrated ability to document the required information in their own system, such as in an Electronic Health Record (EHR), and share that data with the Department, are not required to use the SRTS.

Service Requests that should be entered:
All requests for initial appointments for newly-active clients.

- Per DMH Policy 202.43, a newly active client is defined as a new client requiring the opening of a new clinical record or an existing client inactive for 180 days or more, requiring the resumption of documentation in an existing clinical record.

II. Accessing the Application

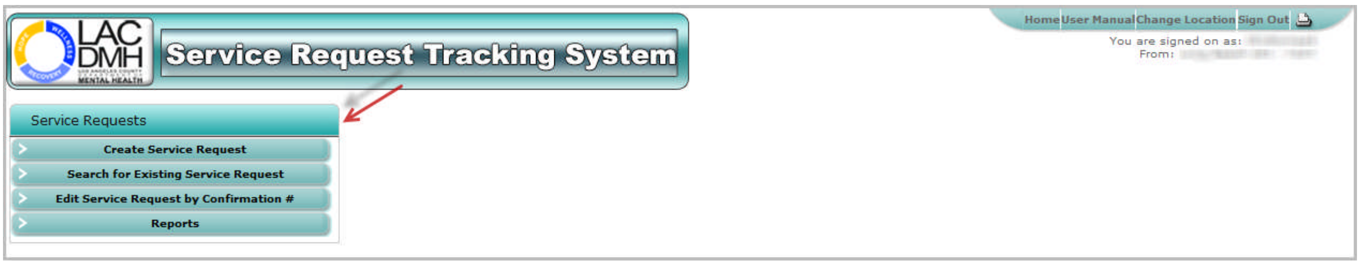
Open the web browser (Internet Explorer) and go to one of the following URL links:

DMH Staff Link:
https://intra.dmhapps.co.la.ca.us/SRTS (Add link to Favorites)
Use your DMH Network user name and password (same user name and password used to log-on to your computer)

Legal Entities/Community Partners Link:
https://dmhapps.co.la.ca.us/SRTS (Add link to Favorites)
RSA Secure ID Token required. User Name is your C #. Password must be requested from the DMH Help Desk (213-351-1335). If you already have a password for an Outcomes Measurement Application (OMA), that will also work for SRTS.

* Please ensure only ***one screen is open*** in SRTS at a time. Multiple open screens have proven to create glitches such as duplication of records or the switching of information from one record to another.

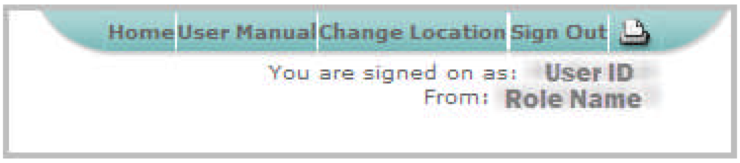
Menu on Home page
From the Service Request Tracking Home page, you can create a service request, search for existing service requests and edit existing service requests by confirmation number.



The following descriptions describe what is on the top right corner:

Clicking “Home” from any screen will link back to the Home page.
Click “User Manual” to open the User Manual in a new page.
Click “Change Location” to change your selected user location.
Click “Sign Out” to sign out.

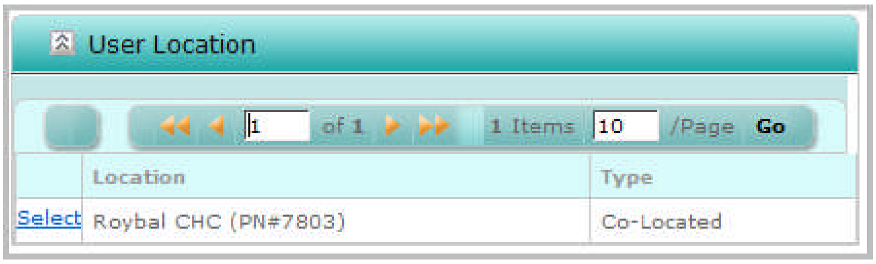
Click the printer icon, , to print the page.



User Location

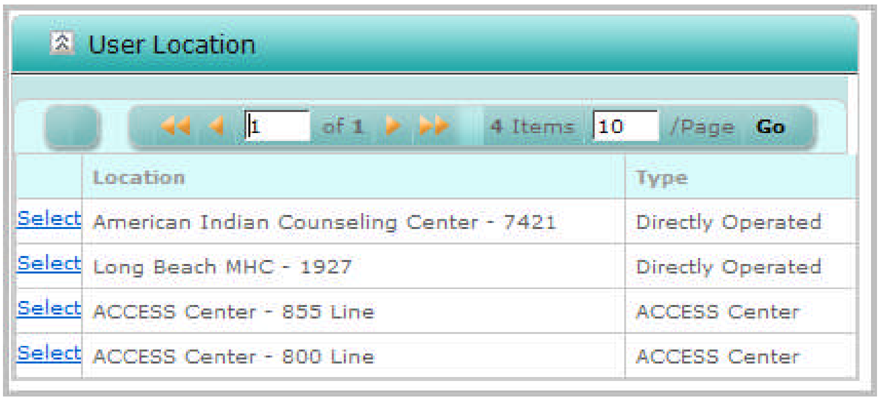
If you have only one user location:

- After signing into the application, the Home page will display.
  - o Your user location is automatically set.
- If Change Location link is clicked, the User Location page will display.
  - o Click Select to set your user location and link to the Home page.



If you have more than one user location:

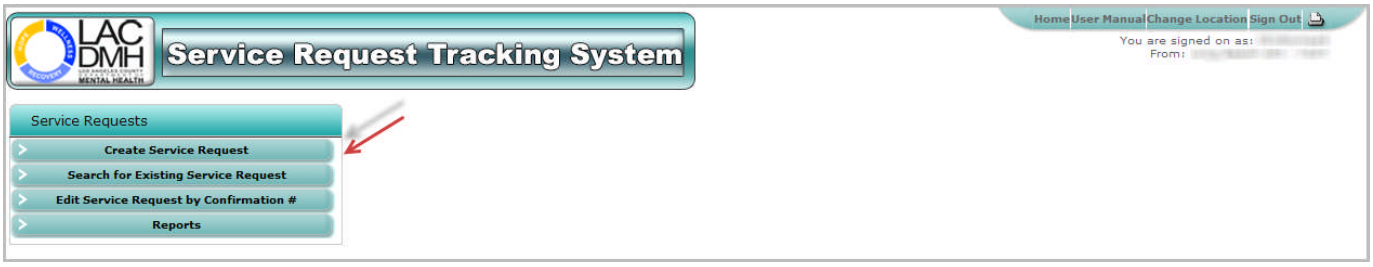
- After signing into the application, the User Location page will display
  - o Click Select to set your user location and link to the Home page.
- If Change Location link is clicked, the User Location page will display.
  - o Click Select to set your user location and link to the Home page.



* If you have more than one user location, always verify that the correct location is listed in the top right corner under your name. If a record is created under the wrong user location, that record will have to be deleted and re-entered under the correct location.

III. Searching for a Client

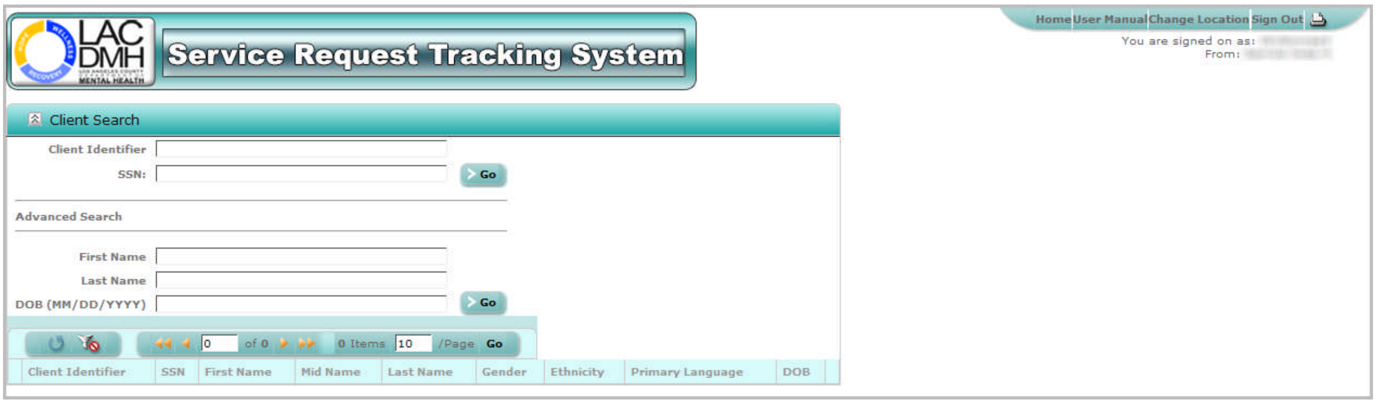
From the **Home** page, select the **Create Service Request** button.



Client Search

Once you select the **Create Service Request** button, you will be routed to the **Client Search** screen.

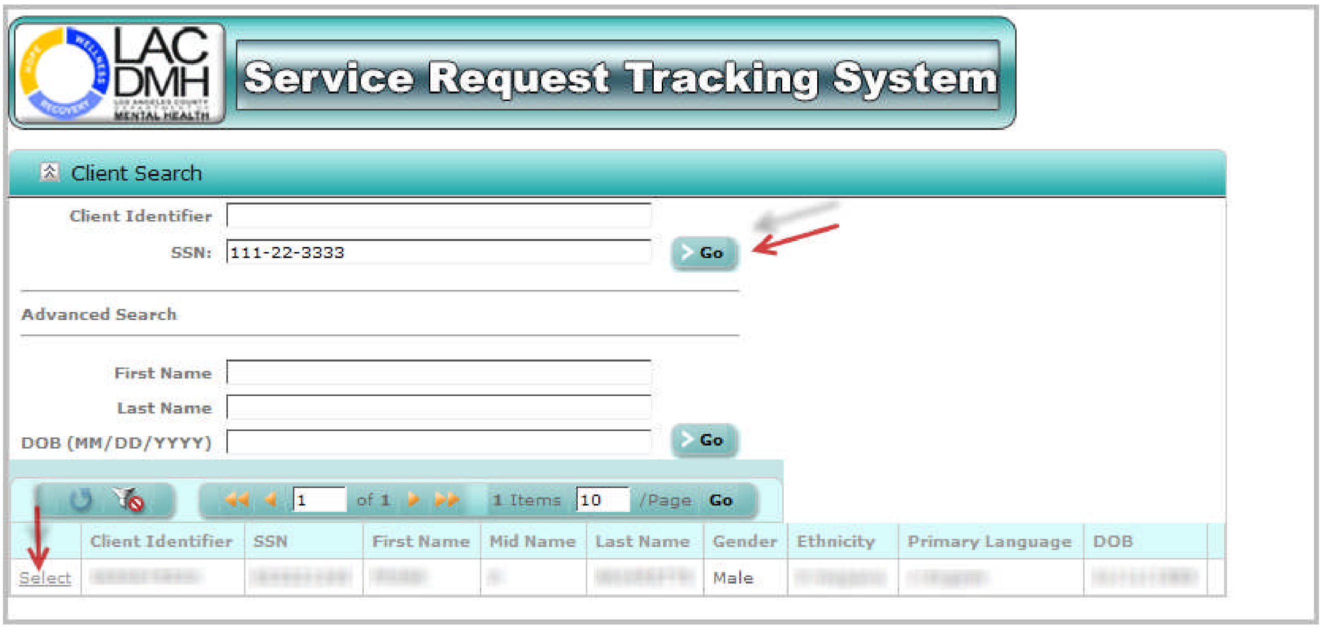
In the **Client Search** screen, you will have the option to search for a client by entering the client's I.S. or IBHIS Number in the Client Identifier field, their Social Security Number in the SSN field, or the clients First Name, Last Name, and DOB in the Advanced Search.



Note: To reset the search, click the  *icon*

Search for a client by entering a Client Identifier or SSN and click the Go button.

The client search results will be displayed.



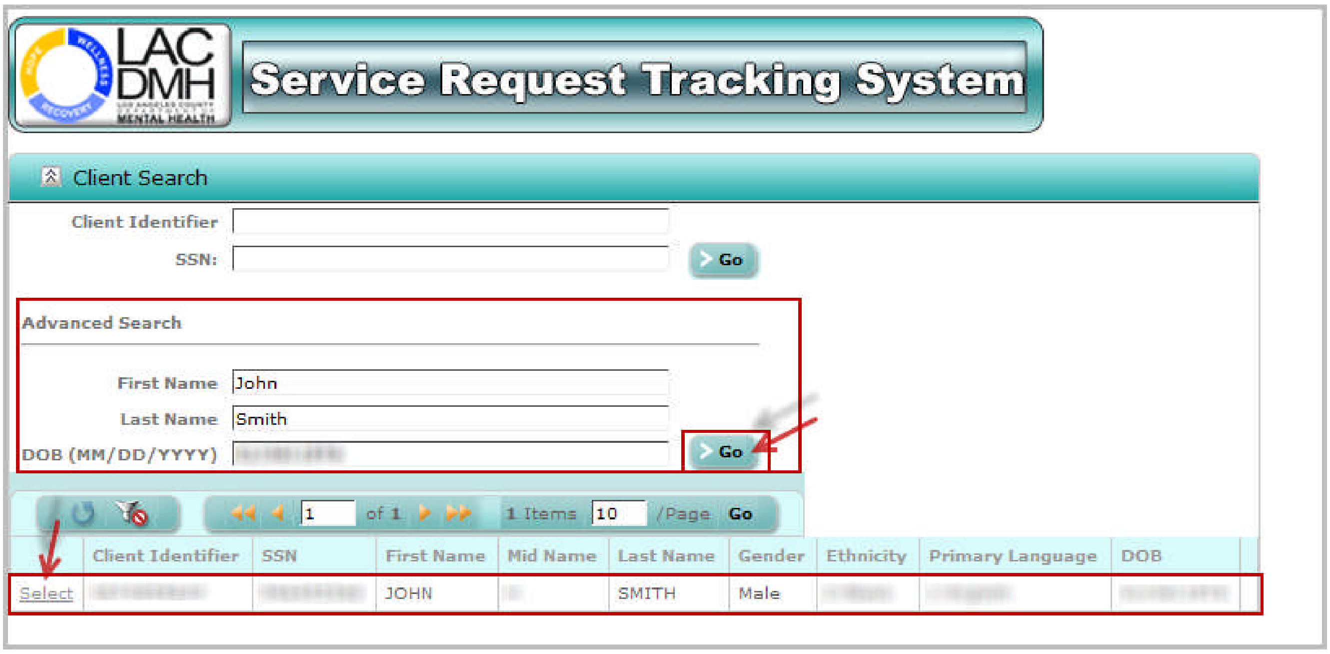
Client Advanced Search

Search for a client by entering the client's First Name and Last Name and click the **Go** button.

The client search results will be displayed.

> *Note: For an exact match, First Name, Last Name and DOB are mandatory.*

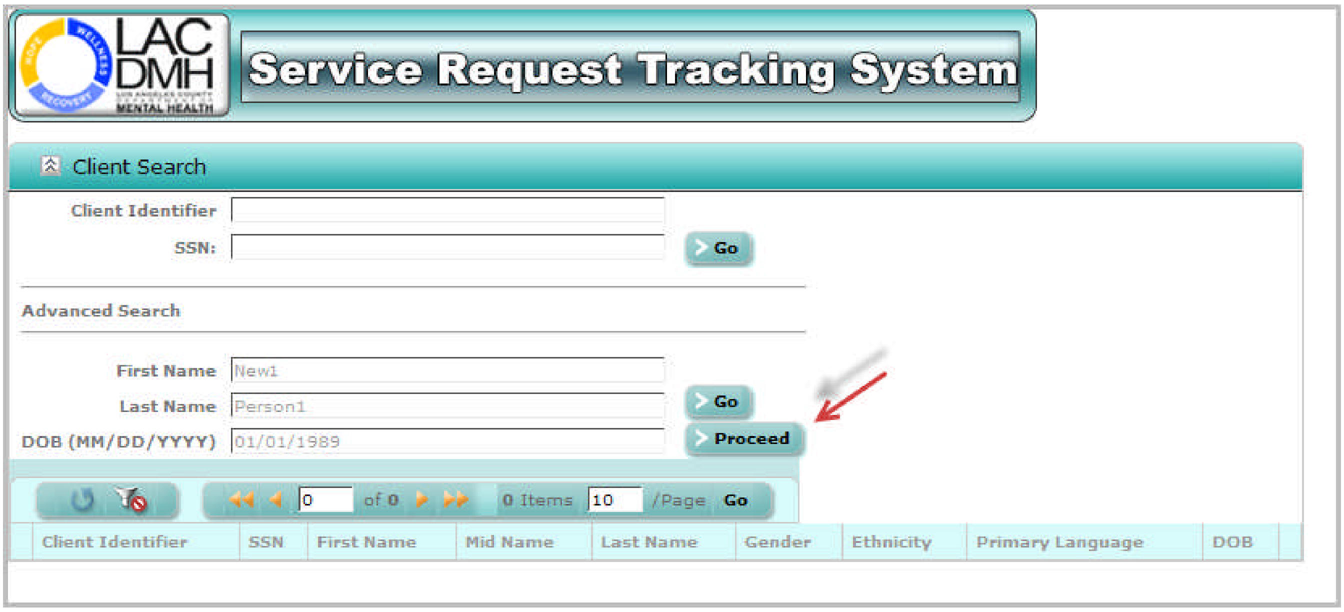
To create the Service Request, click the Select button by the desired client and you will be routed to the Client Information screen



If the client searched is not found, the **Proceed** button will be displayed.

Note: Again, First Name, Last Name and DOB are mandatory.

To create the Service Request, click the **Proceed** button and you will be routed to the Client Information screen.

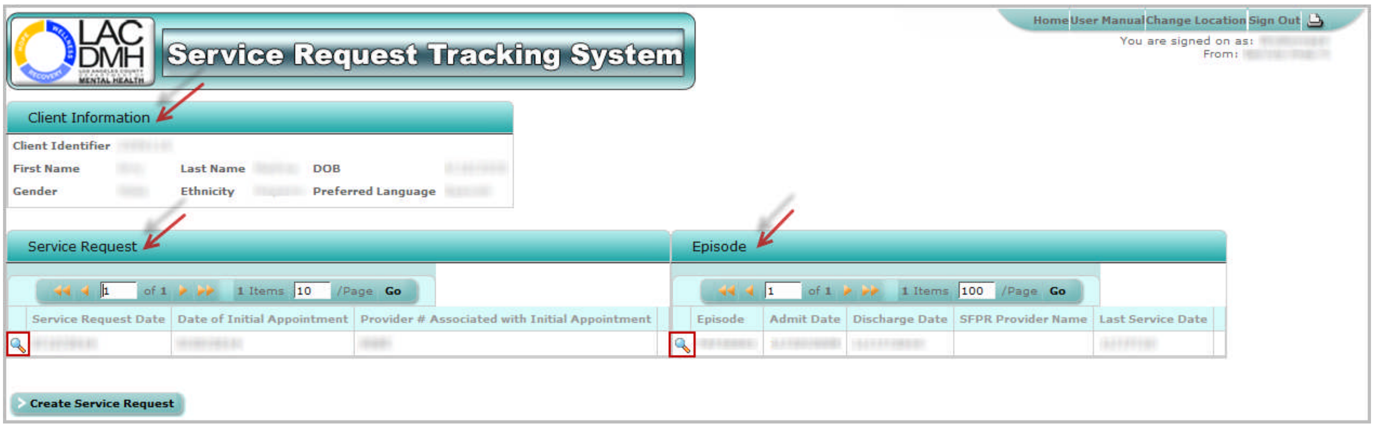


Client Information Screen

Once the client is selected, you will be routed to the Client Information screen, which lists the Service Requests and Episode history. The following information will be displayed:

- Client Demographic Information
- Existing Service Request
- Open and Closed Episodes

See Service Request and Episode detail by clicking the View icon.



If the client does not have an active service request, the **Create Service Request** button will be displayed.

If the client has an active service request ("active" means a prior record does not have a disposition), the **Create Service Request** button will not be displayed.

Q: What should I do if I need to create a record, but the client has an active Service Request?

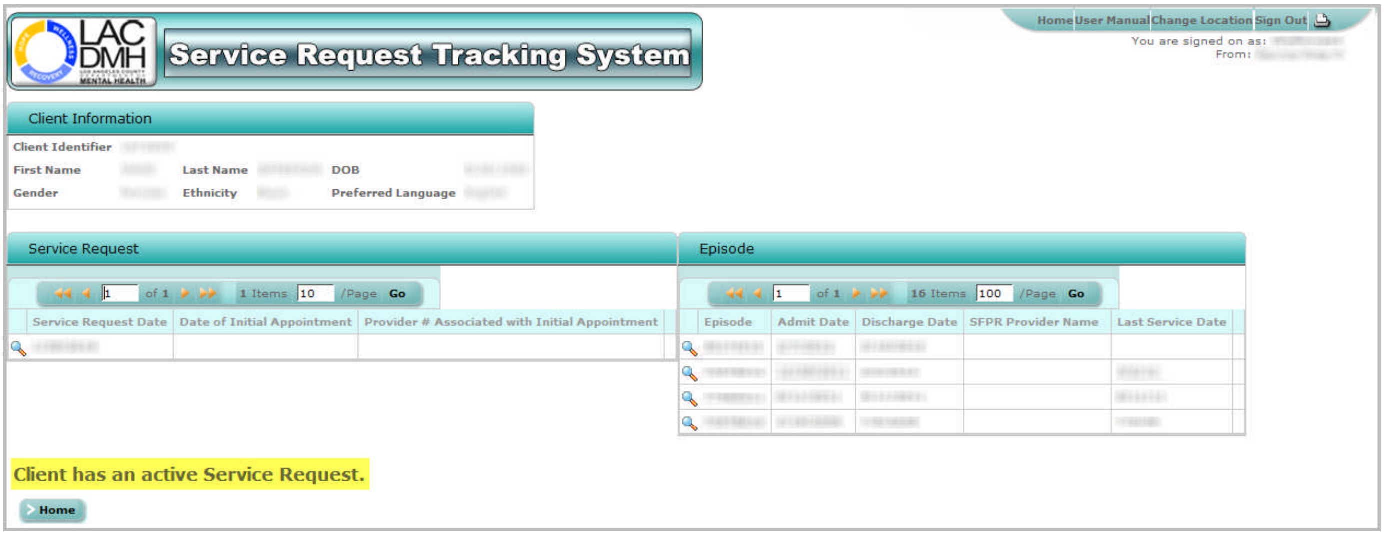
A: In order to create a service request, the active request must first be:

(1) Closed (given a disposition) by the agency that created the record, or

(2) Transferred to your agency so you can enter the disposition

Whether you request that the agency does option #1 or #2 depends on whether your record is related to the initial request by the other agency.

Example: Were you able to see the client sooner? If so, it should be transferred. Is the active record from an inquiry last year that the agency failed to close? They should enter the disposition. E-mail SRTS@dmh.lacounty.gov if you cannot resolve an active service request issue on your own.

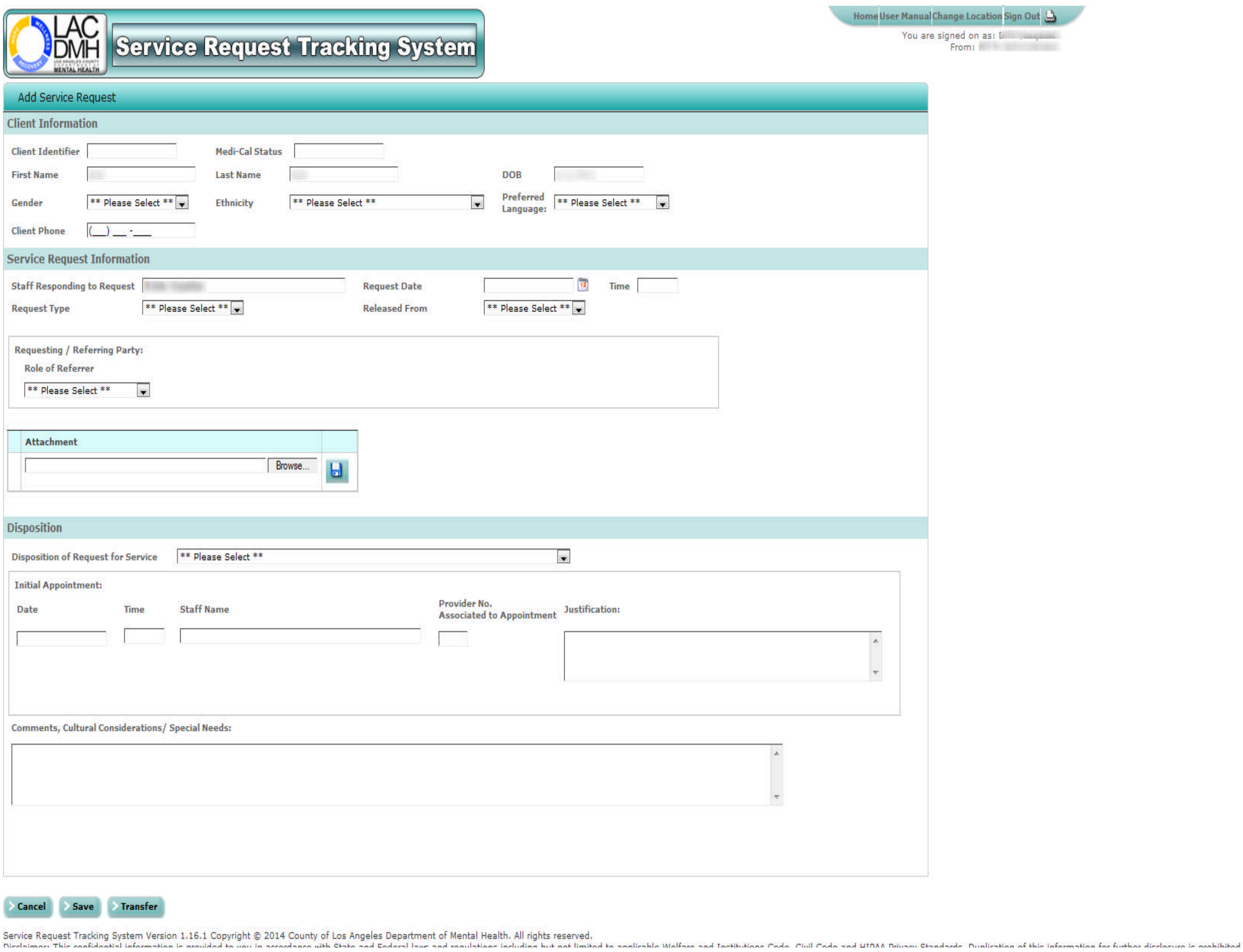


To proceed with creating the Service Request, click the **Create Service Request** button. You will be routed to the **Add Service Request** page to enter the request information.

IV. Adding a Service Request

The client demographic information - Client Identifier, Medi-Cal Status (currently inactive), First Name, Last Name and DOB - will be pre-populated and cannot be modified. The following is **required** when creating the initial service request:

- Gender
- Ethnicity
- Preferred Language
- Staff Responding to Request
- Request Date
- Request Type
- Released From
- Warm Hand-off (only for **DMH/DHS Collaboration Program** staff)
- Requesting/Referring Party:
  - Role of Referrer
  - Urgent Referral? (only for DMH Access Center)
  - Name of Referrer (if not Self)
  - Referring Clinic (see **Requesting / Referring Party**: below)



SRTS Fields:

Client Identifier
This field is pre-populated if the client is selcted from the client search.

Medi-Cal Status
This field is currently inactive. In the future this field will be pre-populated when the client is selected from the client search.

First Name, Last Name, DOB
These fields are pre-populated when the client is selected from the client search.

Gender, Ethnicity, Preferred Language
These fields are pre-populated when the client is selected from the client search. If the fields are blank or incorrect, the user is able to select the appropriate option from the drop-down menu.

Client Phone Number
Enter the client's phone number if it is available.

Staff Responding to Request
This field will default to the User Full Name of the person entering the request. If this is not the staff responding to request, then enter that person's name instead. This is a free text field.

Request Date / Time
The date of the request for service is required. The time of request field is an optional field. These fields may be modified until Disposition of Request for service is saved.

> *Note: If the request is for an individual currently in jail, juvenile hall or an inpatient facility, enter the discharge date into the request date field.*

Request Type
Did the client initiate contact by a Call, Walk-In or In Writing?

Released From
Select Jail, Juvenile Hall or Inpatient if the request for service was made as a result of being discharged by any of the three entities. Select NA if not applicable.

Selecting Jail, Juvenile Hall or Inpatient triggers the 5-day urgent appointment clock.

Warm Hand-Off
This option can be edited by DMH Collaboration staff only.

Requesting / Referring Party:

- When "Role" = "Self", then no other fields in the Requesting/Referring party section are visible or required.
- When "Role" = "Health Care Provider", "Mental Health Provider", "Collateral", "L.A. Care", "HealthNet", "Beacon Behavioral Health", "MHN Behavioral Health", "Kaiser", "Anthem", "Care 1st", "Molina", or "Other", then the "Name" field becomes visible and editable.
- When "Role" = "Collateral" then the "Collateral Phone Number" field becomes visible and editable.
- When "Role" = "Health Care Provider", "L.A. Care", "HealthNet", "Beacon Behavioral Health", "MHN Behavioral Health", "Kaiser", "Anthem", "Care 1st" or "Molina", then the "Referring Clinic" field becomes visible and editable, and the "Referring Clinic Lookup" link becomes visible.
- When "Role" = "Mental Health Provider" then the "Referring Clinic" field becomes visible and editable.

- When "Role" = "L.A. Care", "HealthNet", "Beacon Behavioral Health", "MHN Behavioral Health", "Kaiser", "Anthem", "Care 1st" or "Molina" AND the user role name = "ACCESS Center", then the "Urgent Referral" field becomes visible and editable.

Role of Referrer
Select the role from the dropdown list.

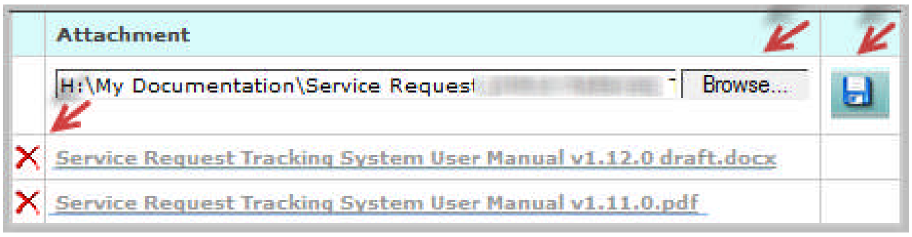
Urgent Referral?
Click Yes or No. “Urgent Referal?” and Yes/No radio buttons are available for edit only if your user role name is “ACCESS CENTER”.

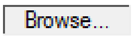
Name of Referrer
Enter the name of the referring person.

Collateral Phone Number
Enter the collateral phone number if it is known.

Referring Clinic
Select the primary care clinic from which they were referred. If referred from somewhere other than the PCP, other choices may be entered manually.

Attachment
Use this section to add and remove attached documents (e.g. Screening or Referral form) into a Service Request record. These documents can be stored with the record as well as be transferred to another entity with that record.



Click 

button to choose a file to upload. Click the desired file then click the Open button. This will link the file to the Attachment field. To save the attachment, click  icon. To delete a file from the list, click  icon. Click the file’s hyperlink to view the document.

Note: The application allows the following:

- *File type: Adobe Acrobat PDF, Microsoft Word, and Microsoft Excel*
- *File Size: Under 10 MB per file*
- *Number of Files: No more than 10 files per record*

Disposition of Request for Service
Select the disposition of the request for service.

If “Assessment appointment given at site” is selected from the drop down, then Initial Appointment section must be filled in. Otherwise, the Initial Appointment section will be protected from input. Once disposition of request for service is entered and the request is saved, this field will no longer be updatable during an edit.

Note: Once the disposition and/or initial appointment date have been entered and saved, they may not be modified.

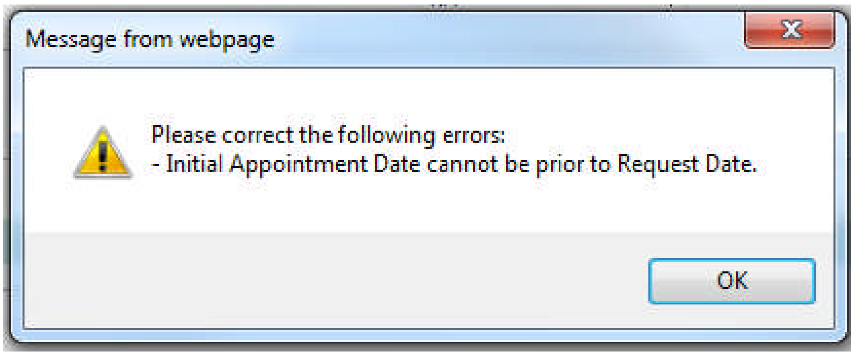
Initial Appointment:

Date and Time

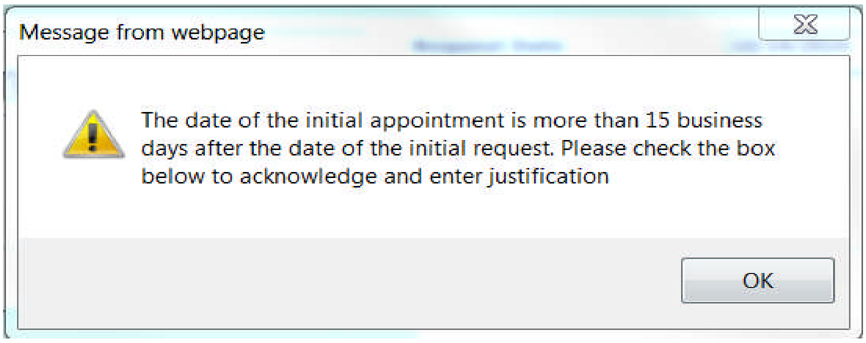
The "Date and Time of Initial Appointment" field should list the date and time of the first appointment offered to the client for a face-to-face visit. This does not include an appointment solely to complete administrative activities such as financial screening.

In the event that the client does not show to the appointment or reschedules the appointment, the original initial appointment date and time should not be changed. The only instance the original appointment time should be modified is if the clinic has to reschedule the client. In that event, the SRTS user will need to e-mail SRTS@dmh.lacounty.gov so an Administrator can edit the record on their behalf.

If the Initial Appointment Date is before the Request Date, an error message will be displayed.



If the **date of initial appointment** is more than 15 business days after the referral date for routine referrals, or more than 5 business days after the referral date for urgent referrals (requests made at or before discharge from jail, juvenile hall, inpatient facility or via the ACCESS Center Appointment Line), an error message will be displayed.



Click message **OK** button.
The following message with a checkbox will have been displayed. The checkbox must be checked off before proceeding with saving the request.

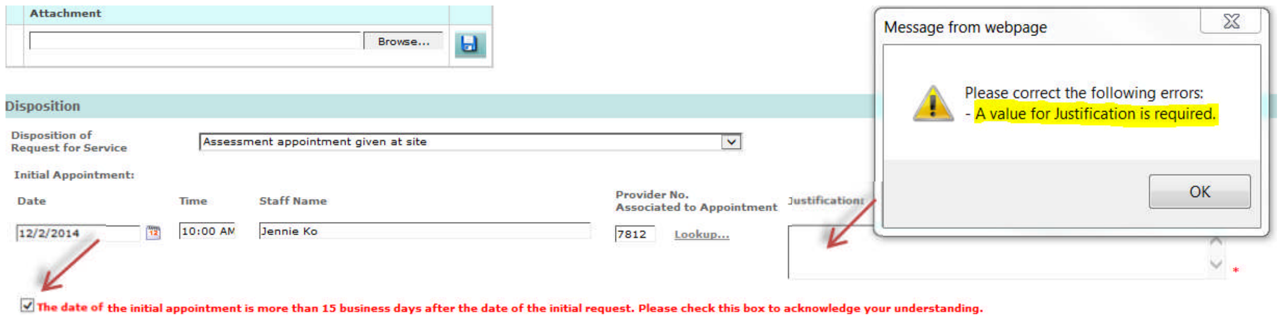
☐ **The date of the initial appointment is more than 15 business days after the date of the initial request. Please check this box to acknowledge your understanding.**

Staff Responding to Request

This field will default to the Full Name of the person entering the request. If this is not the staff responding to request, then enter that person's name instead. This is a free text field.

Provider No. Associated with Initial Appointment

Enter the 4 digit provider number where the client will receive services.



Justification
This field is required for appointments that are over the allotted time frame.

Comments, Cultural Considerations / Special Needs:
The user can add any comments that are pertinent to the request. This field is also used to track the clients' cultural considerations and special needs.

Final Disposition (Optional)
CO-LOCATED STAFF ONLY
The Final Disposition dropdown field should be used to indicate the disposition of the appointment.

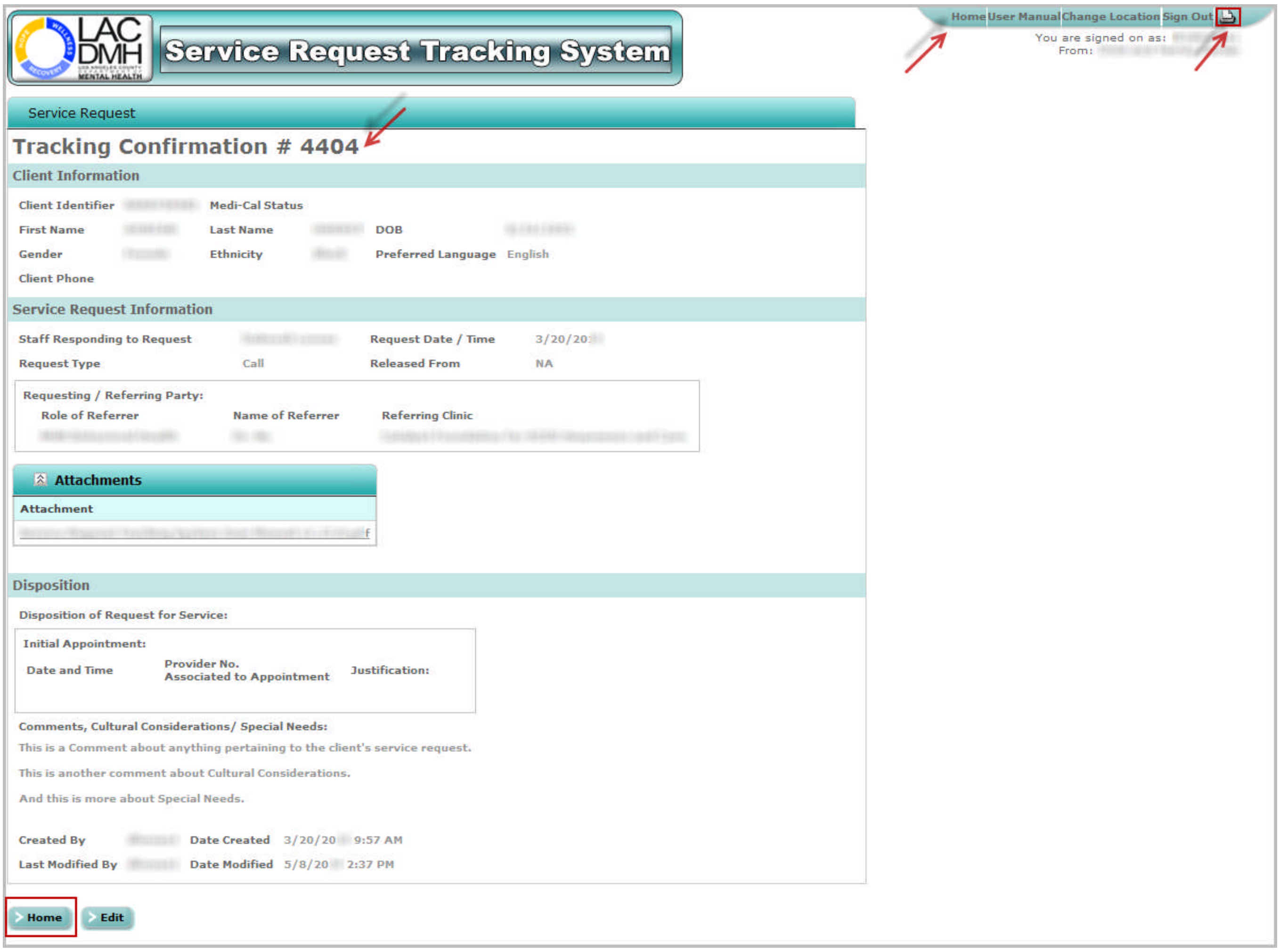
Cancel
This will close the record without saving any changes.

Save
This will Save the record and/or any changes. Press the Save button only ***once*** when saving; double-clicking the Save button could create duplicate records.

Transfer
This Service Requests can be transferred to another SRTS user. Please see the "Transferring a Service Request" section for additional information.

V. Service Request (show page)

Once the service request is saved, you will be routed to the **Service Request Tracking Confirmation** page. This page will display the Tracking Confirmation # along with the request information. To print, click on the icon. Click the **Home** button to return to the **Home** page.



VI. Transferring a Service Request

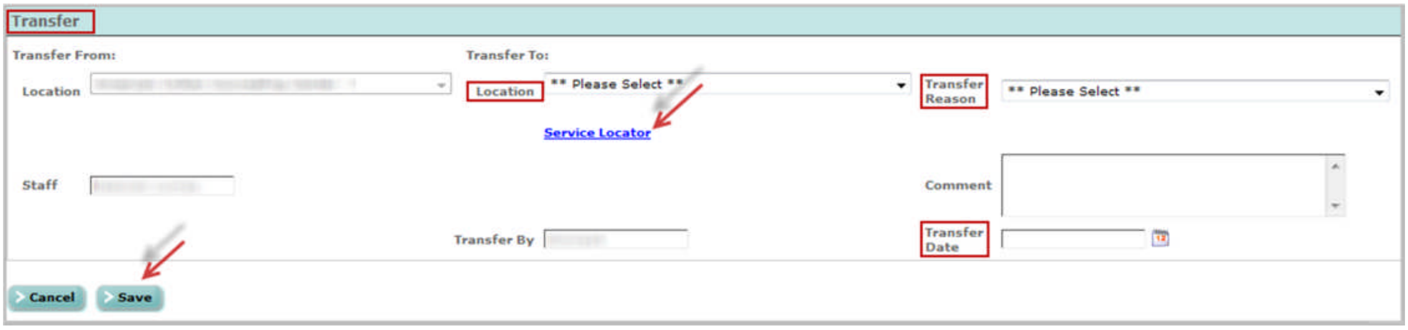
On both the Add Service Request and Edit Service Request page, there is an option to transfer the service request to a Service Area Navigator or Legal Entity or Directly Operated site.

If working on the Add Service Request page, the required information must be entered before the transfer will proceed.

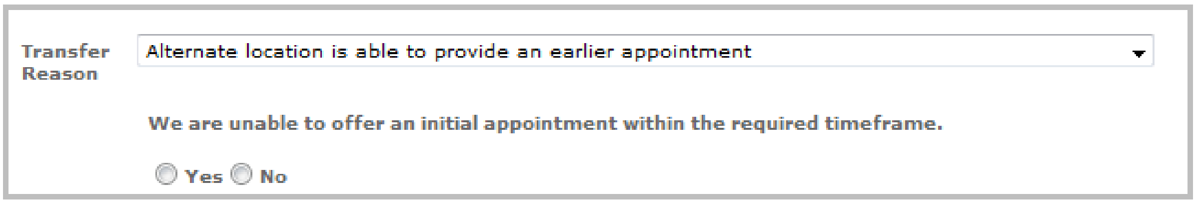
Click the Transfer button.

This will cause the Transfer section to be added at the bottom of the page.

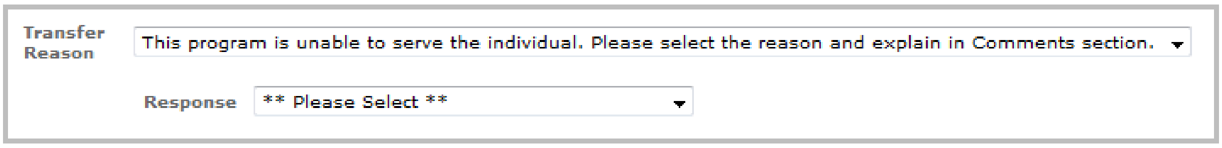
In the Transfer section, select the Location where the referral is being Transferred To. Click the Service Locator link to search for DMH's services, programs, or facilities serving the client's area. Service Locator will open in a new browser window. Once the location is selected, a reason for the transfer must be indicated along with the date of the transfer. Click the **Save** button.



When Transfer Reason “Alternate location is able to provide an earlier appointment” is selected from the dropdown, then a message “We are unable to offer an initial appointment within the required timeframe” with Yes/No radial buttons will display. A response is required.



If you have a Directly Operated or Legal Entity role, when Transfer Reason “This program is unable to serve the individual - Please, select the reason and explain in Comments section.” is selected from the dropdown, then a Response is required.



It is required to select a Response from the following dropdown values:

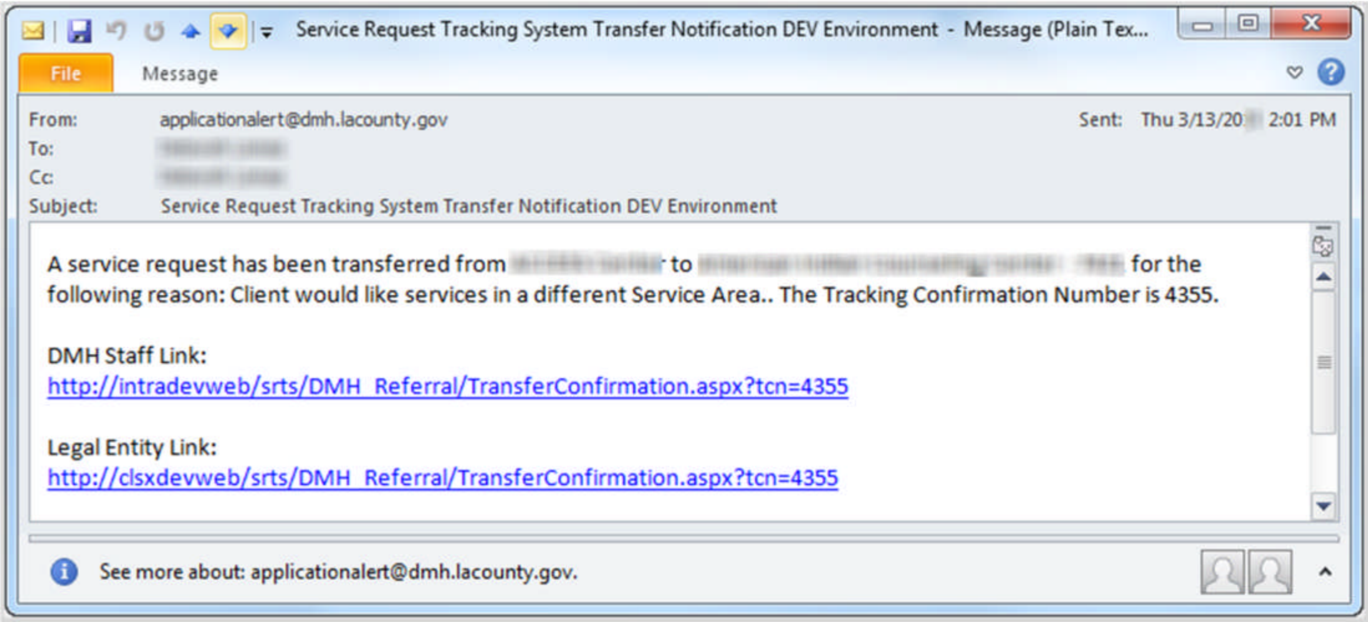
- Not accepting clients at this time
- Individual does not meet program criteria
- Other (please explain in Comments section)

Serice Request Transfer E-mail Notification

Once the service request has been transferred, the system will generate an email to all the staff of the location where the service request was transferred to.

The staff person making the service request transfer will also receive the email notification. The email will include the service request confirmation # for reference and the hyperlink to the service request confirmation page.

Note: You may edit the service request by following the link on the email notification.

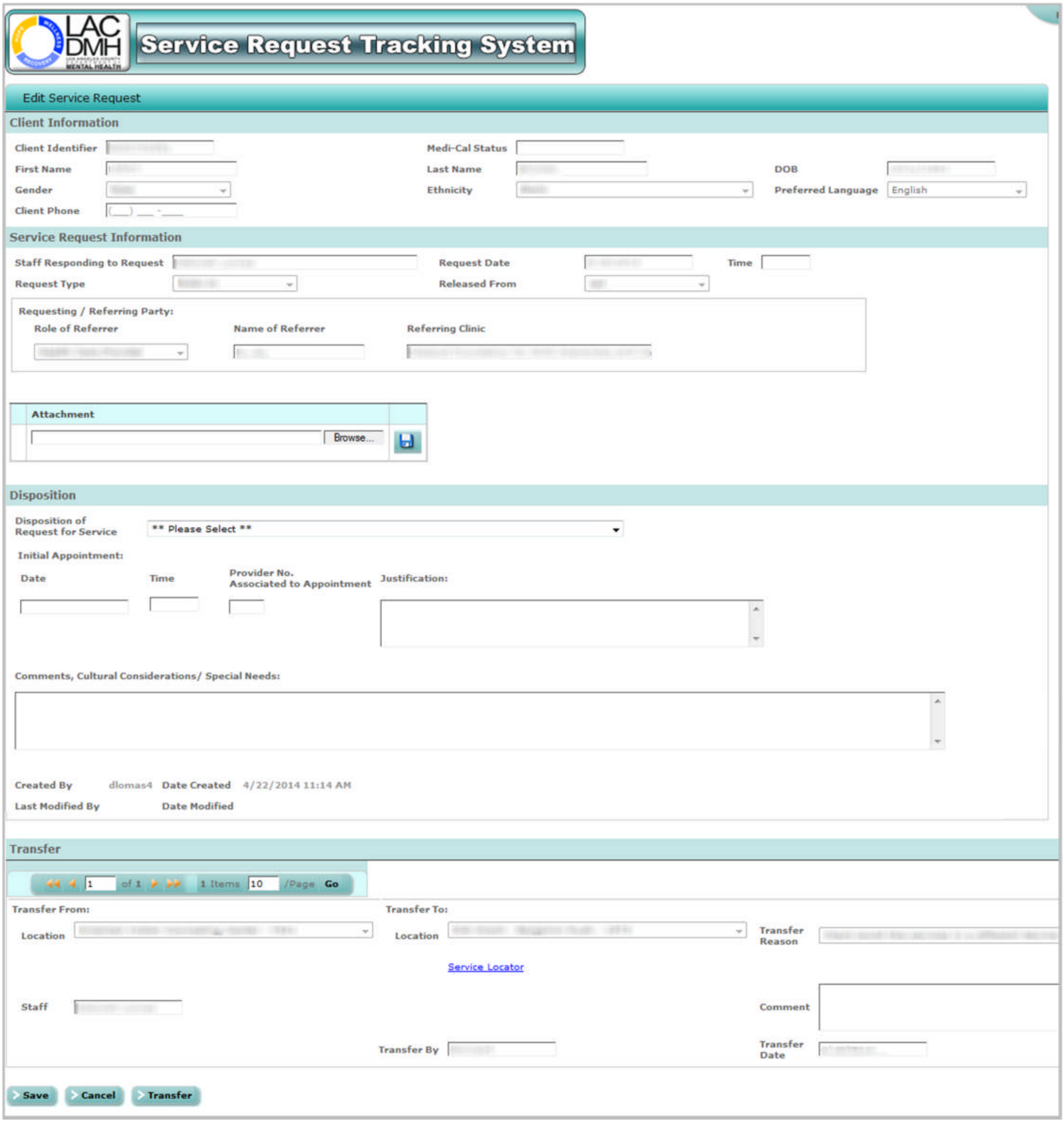


Receiving a Service Request Transfer

From the **Home** page, click the **Edit Service Request by Confirmation #** button and enter the service request confirmation # listed on the e-mail notification.

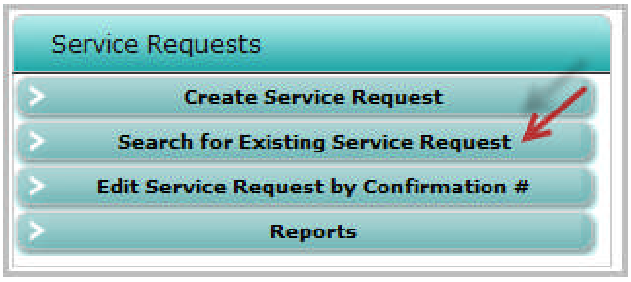
You will be routed to the **Edit Service Request** page where you can edit Disposition of the service request.

Note: Since the referral has been transferred, the Client Information and Service Request Information sections may not be edited.



VII. Search for Existing Service Request

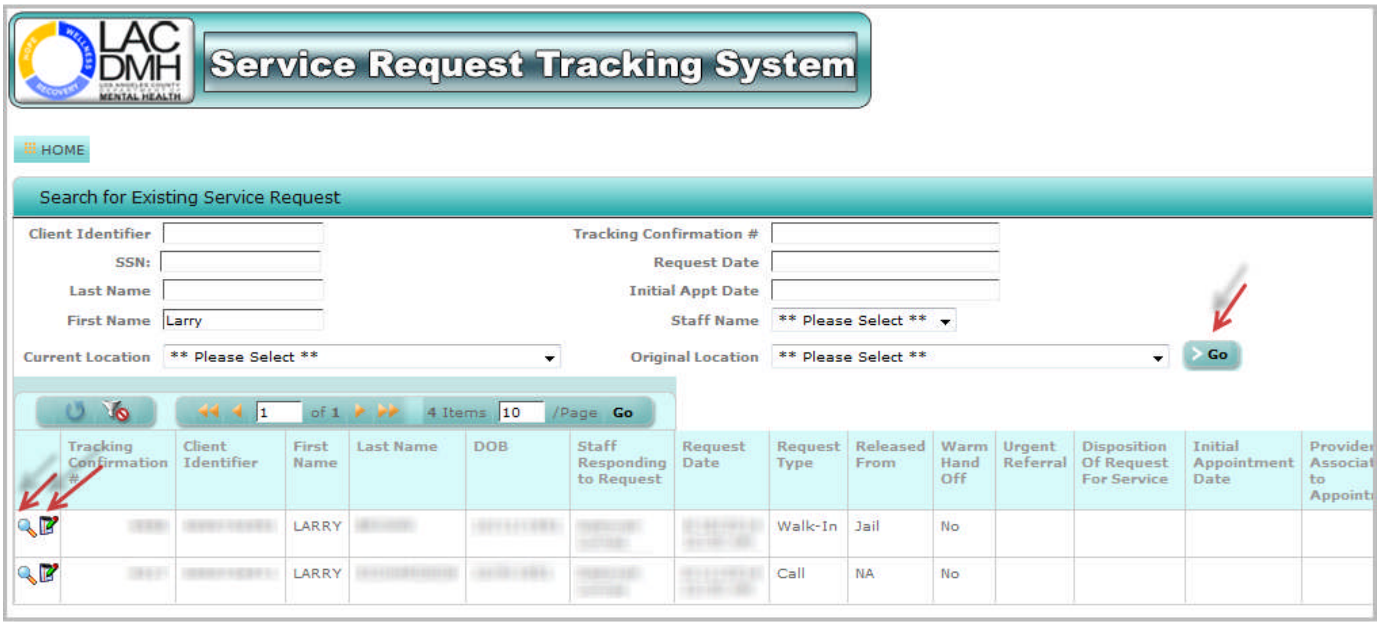
From the Home Page, select Search for Existing Service Request button.



To aid the **Search for Existing Service Requests**, you have the option to search by Client Identifier, Tracking Confirmation #, SSN, Request Date, Client's Last and First Name, Initial Appt. Date, Staff Name, Current Location (**view referrals for your assigned location**), and Original Location.

Note: Staff within the same location can view and edit each other's service requests. Requests created in a different location can only be viewed.

To search for an existing service request by the client's first and last name, enter the information and click the Go button. The service request for the client will be displayed.

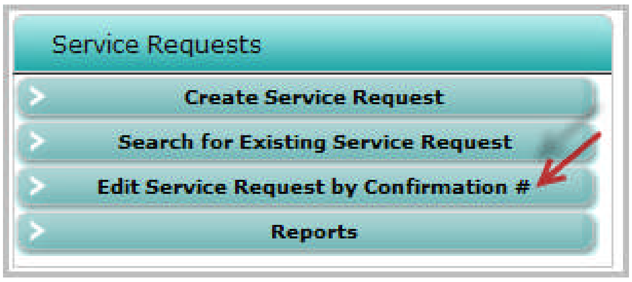


To view the service request, click on the icon. You will be routed to the **Service Request Tracking Confirmation** page.

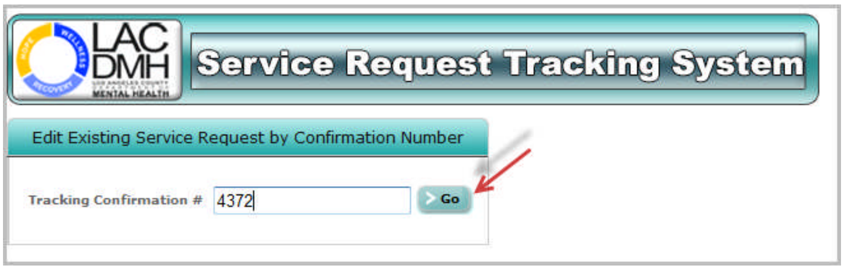
Note: You may edit the service request for your assigned location by clicking on the Edit icon.

VIII. Edit Service Request by Confirmation

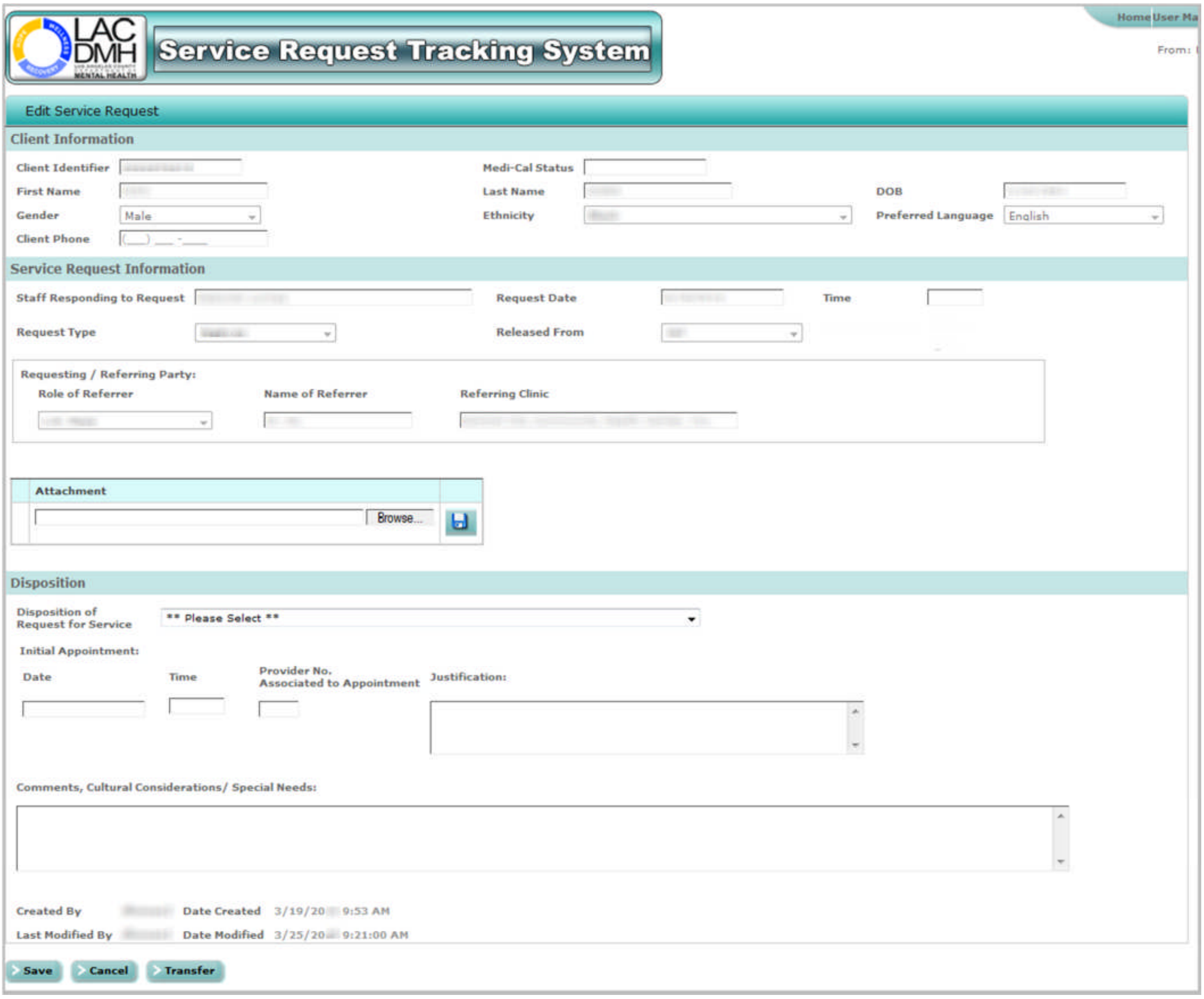
From the **Home Page**, click **Edit Service Request by Confirmation #**.



You will be routed to the **Edit Existing Service Request by Confirmation Number** page. Enter the Service Request Tracking Confirmation # then click the Go button.



You will be routed to the **Edit Service Request** page. Edit the service request and click the **Save** button.



Note: Once the Disposition of Request for Services and Initial Appointment Date and Time have been entered and saved, they may not be modified.

The Edit Service Request page displays the following additional fields that are not editable:

Created By
User ID of the person that saved the original service request

Date Created
Date and Time the original service request was first saved

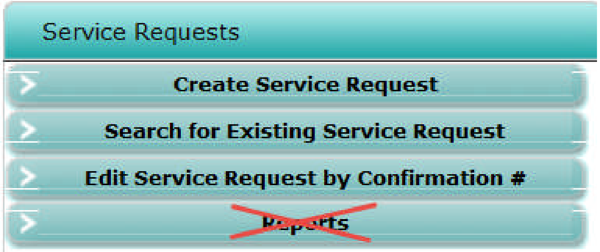
Last Modified By
User ID of the person that last saved the service request after it was created

Date Modified
Date and Time the service request was last saved while being modified

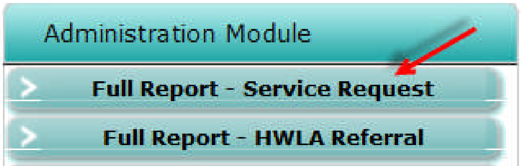
Once the service request has been saved, you will be routed to the **Service Request Tracking Confirmation** page and the new information entered will be displayed. Click the Edit button to continue editing or click the Home button to return to the Home page.

IX. Reports

This section is currently unavailable.



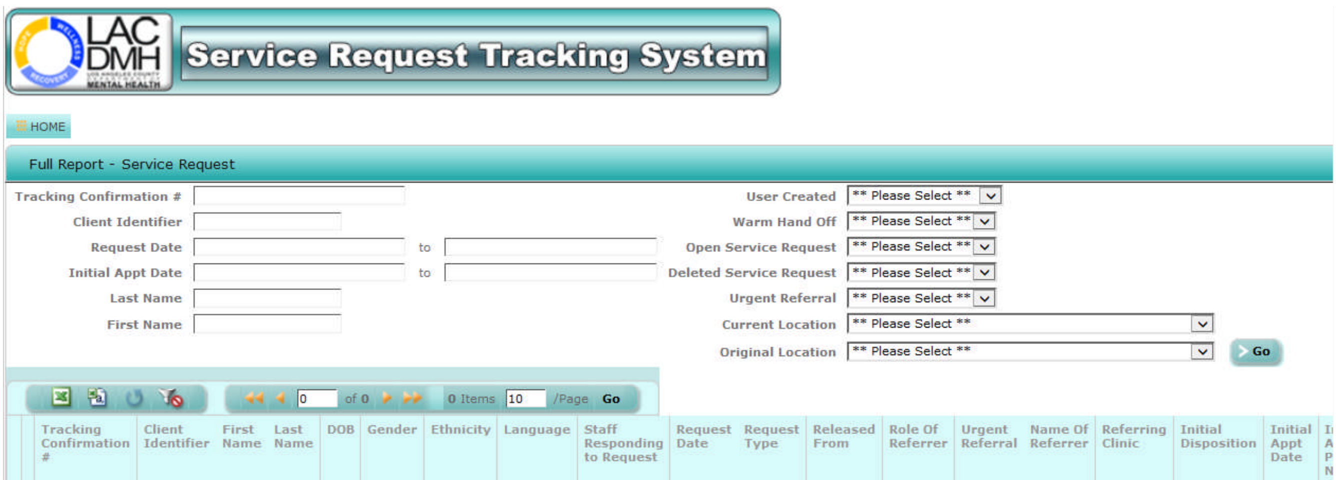
As a temporary solution, **users with Data Reader access** may generate reports using the **Full Report – Service Request** section under the Administration Module.



Once you select this button, you will be routed to the Full Report – Service Request screen. On this screen, you have the option to search by the following criteria:

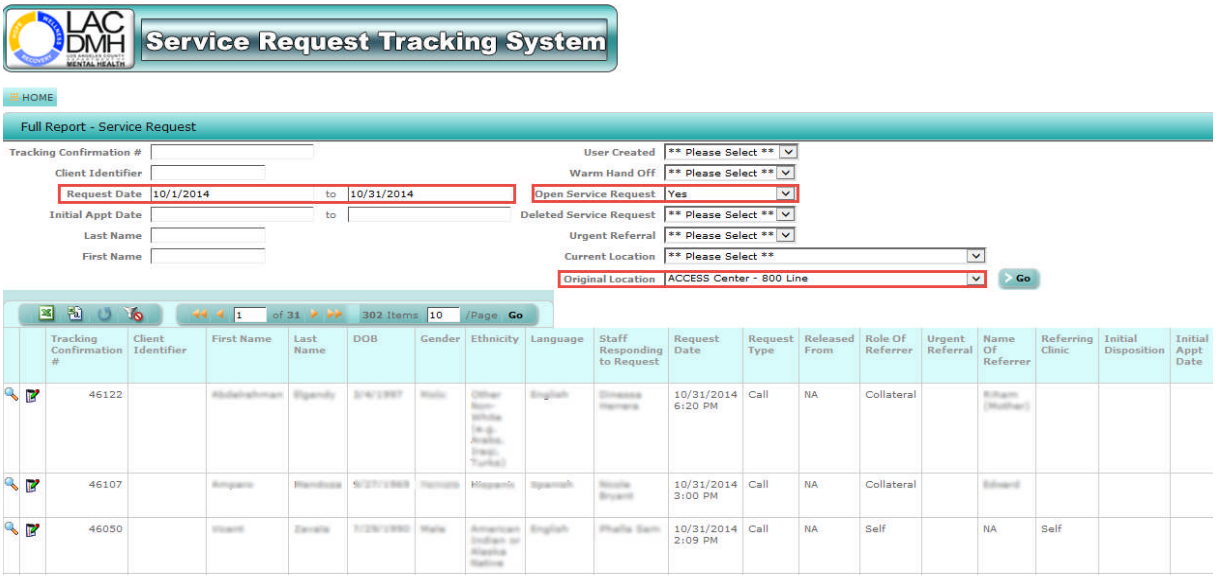
Note: Multiple criteria may be selected at the same time.

- Tracking Confirmation #
- Client Identifier
- Request Date (Specified Date Range)
- Initial Appointment Date (Specified Date Range)
- Client's First and Last Name
- User Created (Person that created the record)
- Warm Hand Off (Yes or No / applies to co-located site)
- Open Service Request (Do you want to see open records? Yes or No)
- Deleted Service Request (Do you want to see deleted records? Yes or No)
- Current Location (The location where the record is now)
- Original Location (The location where the record was created)



To view all **OPEN** service requests for a specific **Month** and **Location**, enter a Request Date range, select “Yes” for Open Service Request and select the Location.

All open referrals for the selected location will be displayed. To view the referral information, click the icon.



There are two (2) ways to export the Service Request information to an Excel Spreadsheet, click on the or icon located and you will be prompted to Open or Save the file.

Note: Selecting this export format allows for the data to be manipulated easier.

The Service Request information will be exported to Excel.